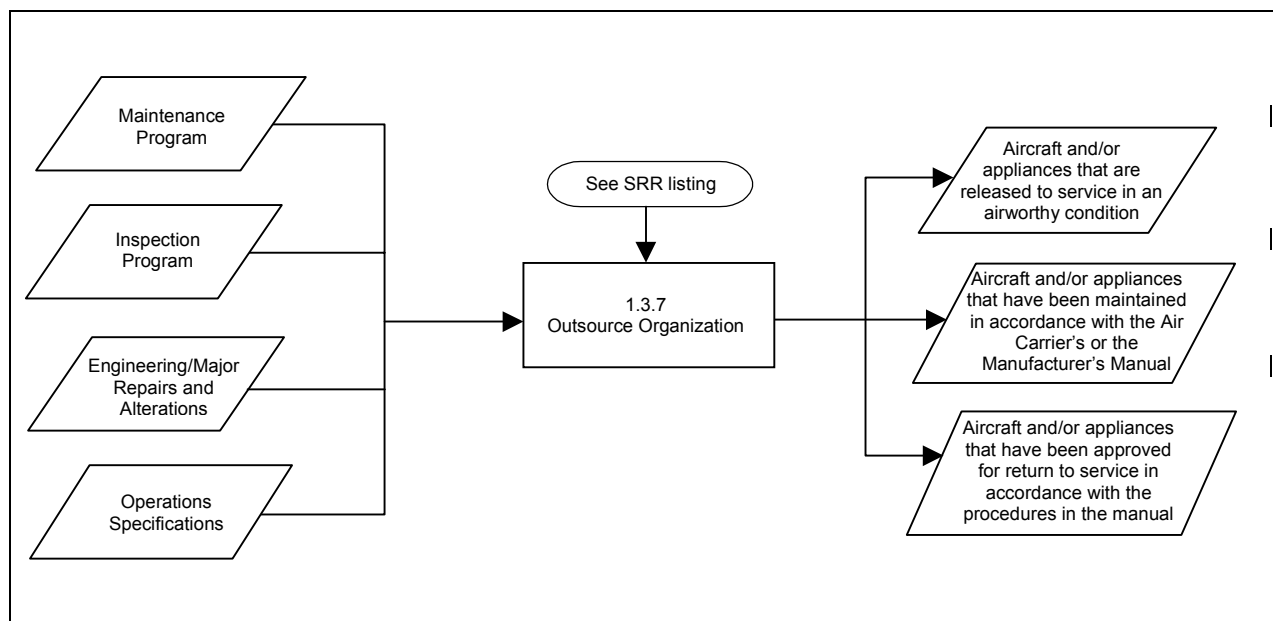


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 1.3.7 Outsource Organization

Purpose of this Element (Air Carrier's responsibility):

To ensure the Air Carrier's outsource maintenance organizations are servicing and maintaining the aircraft and/or appliances in accordance with the Air Carrier's policies and procedures.

Objective (FAA responsibility):

To determine if the Air Carrier follows its Outsource Organization policies, procedures, and controls.

Inputs:

- Maintenance Program
- Inspection Program
- Engineering/Major Repairs and Alterations
- Operations Specifications Paragraph D091

Outputs:

- Aircraft and/or appliances that are released to service in an airworthy condition
- Aircraft and/or appliances that have been maintained in accordance with the Air Carrier's or the Manufacturer's Manual.
- Aircraft and/or appliances that have been approved for return to service in accordance with the procedures in the Manual

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Performance Measures:

- The performance measures for each of the following elements must be met by the substantial maintenance provider:
 - 1.2.1 Airworthiness Release or Log Book Entry;
 - 1.2.2 Major Repairs and Alterations;
 - 1.2.3 Maintenance Log/Recording Requirements;
 - 1.3.2 Inspection Program;
 - 1.3.3 Maintenance Facilities/Main Maintenance Base;
 - 1.3.4 RII;
 - 1.3.5 MEL/CDL/Deferred Maintenance;
 - 1.3.6 AD Management;
 - 1.3.8 Control of Calibrated Tools and Test Equipment;
 - 1.3.9 Engineering/Major Repairs and Alterations;
 - 1.3.10 Parts/Material Control/SUP;
 - 1.3.11 Continuous Analysis and Surveillance (CAS);
 - 1.3.15 Reliability Program;
 - 1.3.16 Fueling;
 - 1.3.18 Deicing Program;
 - 1.3.19 Lower Landing Minimums;
 - 1.3.20 Engine Condition Monitoring;
 - 2.1.1 Manual Currency;
 - 2.1.2 (Manual) Consistency;
 - 2.1.3 (Manual) Distribution;
 - 2.1.4 (Manual) Availability;
 - 4.1.1 RII Personnel;
 - 4.2.1 Maintenance Training Program;
 - 4.2.2 RII Training Requirements;
 - 4.4.1 Recency of Experience;
 - 4.4.2 Display of Certificate;
 - 4.4.3 Privileges Airframe & Powerplant
 - 4.4.4 Privileges and Limitations for Repairmen;
 - 5.1.1 Line Stations (Servicing and Maintenance);
 - 5.1.8 ETOPS; and
 - 5.1.9 RVSM Authorization.
- The substantial maintenance providers inspect/repair/modify/overhaul aircraft, engines, propellers, and/or appliances to ensure that they are in an airworthy condition.
- The outsource organizations, other than substantial maintenance providers, inspect/repair/modify/overhaul aircraft, engines, propellers, and/or appliances to ensure that they are in an airworthy condition.

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SRR:

- 119.49 (a) Contents of Operations Specifications
- 121.367 (a-c) Maintenance, Preventive Maintenance, and Alterations Programs
- 121.369 (a, b) Manual Requirements
- 121.371 (a-d) Required Inspection Personnel
- 121.373 (a) Continuing Analysis and Surveillance
- 121.375 Maintenance, Preventive Maintenance Training Program
- 121.377 Maintenance, Preventive Maintenance Personnel duty time
- 121.378 (a) Certificate Requirements

Other CFRs and/or FAA Guidance:

- 121.363 (b) Responsibility for Airworthiness.
- 121.379 (a, b) Authority to perform and approve Maintenance, Preventive Maintenance, and Alterations.
- 121.457 Testing for prohibited drugs.
- 121.459 Testing for Alcohol.
- 121.703 (d) Service Difficulty Reports (Operational).
- 121 Appendix (H) Advanced Simulation.
- 121 Appendix (I) Drug Testing Program.
- 121 Appendix (J) Alcohol Misuse Prevention Program.
- 145 Repair Stations.
- FAA Order 8300.10, Volume 2, Chapter 67 “Approve Contract Reliability Program”
- FAA Order 8300.10, Volume 2, Chapter 69 “Evaluate CFR Part 121/135 Maintenance Contractual Arrangement”
- FAA Order 8300.10, Volume 2, Chapter 73 “Evaluate CFR Part 121/135 10 or More Leased ...”
- FAA Order 8300.10, Volume 2, Chapter 84 “FAR Part 121/135 Operations Specifications”
- HBAW 96-05C “Air Carrier Operations Specifications Authorization to Make Arrangements With Other Organizations to Perform Substantial Maintenance”
- HBAW 98-01 “Air Carrier and Maintenance Provider Contracts”.

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SRR SPECIFIC INFORMATION

SRR	Intent	
119.49 (a)	To ensure that the Air Carrier has Operations Specifications which define their entire maintenance outsource program.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.367 (a)	To ensure that the maintenance outsource performs maintenance in accordance with the Air Carrier's Manual.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.367 (b)	To ensure that the maintenance outsource have and use: <ul style="list-style-type: none"> – trained, qualified, and authorized personnel to perform maintenance; – facilities to house largest aircraft in the fleet, equipment with heat and light, to conduct B-level and above inspections; and – tools and equipment to conduct maintenance. 	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.367 (c)	To ensure that the maintenance outsource is able to conduct maintenance which ensures that each aircraft released to service is airworthy and has been properly maintained under [FAR 121].	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.369 (a)	To ensure that the Air Carrier has a description of the organization, a list of maintenance outsources, and a description of outsourced work in the Manual.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.369 (b)	To ensure that the Air Carrier's Manual contains detailed procedures that describes the method for performing and applying the comprehensive maintenance program.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.371 (a)	To ensure that the outsource does not use anyone who is not properly trained, qualified, and authorized to perform RII inspections.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.371 (b)	To ensure that the person performing the RII inspection is supervised and controlled by the Inspection Department.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.371 (c)	To ensure that the person performing the work does not do the required inspection.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.371 (d)	To ensure that the Air Carrier requires, by list, the RII designated individuals.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>

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SRR	Intent	
121.373 (a)	To ensure that the Air Carrier continuously audits, analyzes, and corrects its comprehensive maintenance program as applicable to the outsource.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.375	To ensure that the Air Carrier has a training program that ensures that all outsource personnel are trained, qualified, and competent to sustain the comprehensive maintenance program.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.377	To ensure that the outsource relieves any mechanic/repairman from duty at least 24 consecutive hours during any seven consecutive days or the equivalent thereof within any one calendar month (28 days).	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.378	To ensure that except in a certificated repair station, any person who is directly in charge of maintenance, or alterations, or any RII person, must have an appropriate certificate.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>

Safety Attribute Inspection (SAI) Job Aid

1.3.7 Outsource Organization

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Outsource Organization process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who is responsible for the quality of the Outsource Organization process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Outsource Organization process with the person.

To meet this objective, the inspector will answer the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, provide the name: If no, explain:
2. Does the person understand the procedures associated with the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Does the person understand the controls associated with the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Does the person understand the interfaces associated with the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the person understand the process measurements associated with the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. Is the responsibility of this position clearly documented in the Air Carrier's Manual(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7a. Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
9. Does the person acknowledge that he/she has responsibility for the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
10. Does the person know who has authority to establish and modify the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

Safety Attribute Inspection (SAI) Job Aid

1.3.7 Outsource Organization

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Outsource Organization process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who has the authority to establish or modify the Outsource Organization process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Outsource Organization process with the person.

To meet this objective, the inspector will answer the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the Air Carrier's policies for the Outsource Organization process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the Air Carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a. Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

1.3.7 Outsource Organization

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the Air Carrier has documented procedures for accomplishing the Outsource Organization process.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Outsource Organization process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Outsource Organization process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Outsource Organization process to gain an understanding of the procedures.

To meet this objective, the inspector will answer the following questions:

1. Do written procedures exist to achieve the desired results of the Outsource Organization process:

1.1 Do written procedures require the Air Carrier to apply for a revision to the Operations Specifications when the work performed by maintenance providers changes? [119.49 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Do written procedures require the Air Carrier to apply for Operations Specifications authorization to use new maintenance providers? [119.49 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Do written procedures cover all requirements of Operations Specifications including paragraph D091, subpart 91A-91G? [119.49 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Do written procedures require the Air Carrier to provide the maintenance providers with a minimum tool list specific to the work to be accomplished? [121.367 (b)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Do written procedures require that the Air Carrier provide a build specification/overhaul procedure to the substantial maintenance provider that details the level of work being accomplished? [121.369 (b)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Do written procedures require the substantial maintenance provider to use the Air Carrier's documents to record all maintenance accomplished? [121.369 (b)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Do written procedures require the maintenance providers to provide tear down and/or significant findings reports to the Air Carrier's CAS program? [121.369 (b), 121.373 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Do written procedures require the maintenance providers to train personnel to the Air Carrier's standard? [121.375 (b)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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1.3.7 Outsource Organization

SECTION 3 – PROCEDURES ATTRIBUTE

1.9 Do written procedures require the maintenance providers to maintain training records? [121.375]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.10 Do written procedures provide methods to give maintenance provider personnel credit for previous training when that training meets the Air Carrier's standards? (121.375)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.11 Do written procedures apply standards when selecting, training, and qualifying emergency maintenance personnel? [121.371 (b-d), 121.375]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.12 Do written procedures prohibit the designation of emergency maintenance personnel as RII? [SRR 121.371(a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.13 Do written procedures require that the maintenance provider relieves any mechanic/repairman from duty at least 24 consecutive hours during any seven consecutive days or the equivalent thereof within any one calendar month (28 days)? (121.377)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.14 Do written procedures require that maintenance provider personnel, who are directly in charge of maintenance, preventive maintenance, or alterations, or any RII person, must be appropriately certificated? (121.378)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the Air Carrier have the resources to support the written procedures for the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Outsource Organization process consistent?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the Air Carrier have a documented method for assessing the impacts of procedural changes to the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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1.3.7 Outsource Organization

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Outsource Organization process to ensure a desired result is achieved.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Outsource Organization process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Outsource Organization process with appropriate personnel to gain an understanding of the controls.
4. Observe the Outsource Organization process to gain an understanding of the controls.

To meet this objective, the inspector will answer the following questions:

1. Are the following checks and restraints built into the Outsource Organization process:

1.1 Does the maintenance provider accomplish only the substantial maintenance that is authorized in the Air Carrier's Operations Specifications? [SRR 121.369 (a)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.2 Does the Air Carrier only use substantial maintenance providers that are listed in the Operations Specifications?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.3 Does the Air Carrier have and maintain a list of maintenance providers, the activities they are authorized to perform, date of last audit by Air Carrier, and date last used? [121.369 (a)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4 Does the Air Carrier limit the use of the maintenance provider for substantial maintenance to that specified in the Operations Specifications? [SRR 121.379 (a)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.5 Does the substantial maintenance provider have and use a facility capable of housing the largest aircraft being maintained? [SRR 121.367 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.6 If the maintenance provider is a certificated repair station, does it have the ratings to perform the work requested? [SRR 121.367 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.7 Is the maintenance provider equipped to perform maintenance on an appliance that requires environmentally protected conditions? [SRR 121.367 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:

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SECTION 4 – CONTROL ATTRIBUTE

1.8 Does the maintenance provider have the tools available which are specified in the Air Carrier's Manual for the work being accomplished? [SRR 121.375]	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.9 If using its own tools, does the maintenance provider have a tool calibration program that complies with the Air Carrier's Manual? [SRR 121.369 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.10 Does the maintenance provider provide an environmentally controlled and lighted facility which allows performance of the work at the highest level of safety? [SRR 121.367 (b)]	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.11 Does the Air Carrier provide the substantial maintenance provider with the information needed to prepare records and reports in accordance with the Air Carrier's Manual?	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.12 Does the Air Carrier provide the substantial maintenance provider with Air Carrier documents to record all maintenance?	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.13 Does the maintenance provider provide mechanical reliability report information to the Air Carrier within 48 hours, after finding the item?	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.14 Does the Air Carrier have a contract with the substantial maintenance provider that requires all maintenance activities to be in accordance with the Air Carrier's Manual and clearly define the responsibilities of all parties involved? [121.367 (a-c)]	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.15 Does the Air Carrier have a letter of agreement with the maintenance providers (other than the substantial maintenance provider) to conduct all maintenance activities in accordance with the Air Carrier's Manual and clearly define the responsibilities of all parties involved? [121.367 (a)]	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.16 Does the Air Carrier have and maintain a minimum training and recurrent training standard for maintenance providers which includes: [121.371 (a), 121.375]		
1.16.1 Air Carrier Policy and Procedures;	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.16.2 Aircraft specific requirements;	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.16.3 Records and reports;	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:

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SECTION 4 – CONTROL ATTRIBUTE

1.16.4 HazMat; and	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.16.5 RII?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.17 Does the Air Carrier have and maintain build specification/overhaul procedures to be used by the substantial maintenance providers?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.18 Does the Air Carrier have and maintain a list of trained, qualified, and authorized personnel employed by the substantial maintenance provider? [SRR 121.371 (d)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.19 Does the Air Carrier have and use a training curriculum to train emergency maintenance individuals? [SRR 121.375]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.20 Does the Air Carrier have a list of trained emergency maintenance personnel who perform maintenance on aircraft?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.21 Does the Air Carrier limit the use of maintenance providers to those that participate in an approved drug testing and alcohol abuse/misuse prevention program? [SRR 121.371 (d)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.22 Does the Air Carrier limit the performance of emergency maintenance to certificated mechanics or repairmen? [SRR 121.378 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.23 Does the Air Carrier establish standards for selection, training, and qualification of emergency maintenance personnel?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.24 Does the Air Carrier prohibit the use of emergency maintenance personnel for required inspections?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.25 Does the Air Carrier require that any outsource personnel who are directly in charge of maintenance, preventive maintenance, or alterations, or any RII person, have appropriate certificates? [SRR 121.378 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
1.26 Does the Air Carrier provide on-site representatives to ensure that the outsource performs maintenance in compliance with the Manual.	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> No <input type="checkbox"/> N/A
2. Do the checks and restraints ensure the desired result is achieved for the Outsource Organization process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> No

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SECTION 4 – CONTROL ATTRIBUTE

- | | |
|--|--|
| 3. Does the Air Carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Outsource Organization process? | <input type="checkbox"/> YES If no, explain:
<input type="checkbox"/> NO |
| 4. Does the Air Carrier have the resources to support the checks and restraints for the Outsource Organization process? | <input type="checkbox"/> YES If no, explain:
<input type="checkbox"/> NO |

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1.3.7 Outsource Organization

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the Air Carrier measures and assesses the Outsource Organization process, to identify and correct problems or potential problems.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Outsource Organization process.
2. Discuss the Outsource Organization process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Outsource Organization process to gain an understanding of the process measures.

To meet this objective, the inspector will answer the following questions:

1. <Deleted>

2. Does the Air Carrier's Outsource Organization process include the following process measurements?

- | | |
|---|---|
| 2.1 <i>The Air carrier audits maintenance providers to determine their capabilities prior to requesting their addition to the list of maintenance providers.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.2 <i>If the Air Carrier uses substantial maintenance providers to perform more than 50% of the Air Carrier's total substantial maintenance, the Air Carrier has on-site auditors to concurrently audit the substantial maintenance providers during that maintenance.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.3 <i>The Air Carrier audits the maintenance providers to ensure substantial maintenance providers use and submit Air Carrier documents to record all maintenance.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.4 <i>The Air Carrier audits the maintenance providers to ensure tear down and significant finding reports are reported to the Air Carrier.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.5 <i>The Air Carrier audits the maintenance providers to ensure the Air Carrier receives mechanical reliability report information within 48 hours of the finding.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.6 <i>The Air Carrier audits the substantial maintenance provider to ensure compliance with the contract.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |
| 2.7 <i>The Air Carrier audits the other maintenance providers (other than substantial maintenance providers) to ensure compliance with the letters of agreement.</i> | <input type="checkbox"/> YES If no or N/A, explain:
<input type="checkbox"/> NO
<input type="checkbox"/> N/A |

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SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

2.8 <i>The Air Carrier audits, at least annually, substantial maintenance provider's training and training records to ensure that the training meets the Air Carrier's standard.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.9 <i>The Air Carrier audits, at least annually, the training and training records of maintenance providers (other than substantial maintenance providers) to ensure that the training meets the Air Carrier's standard for the work being performed.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.10 <i>The Air Carrier audits, at least annually, the drug and alcohol testing program for all maintenance providers.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.11 <i>The Air Carrier audits emergency maintenance personnel to ensure compliance with the Air Carrier's Manual.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.12 <i>The Air Carrier ensures that the substantial maintenance provider has the following resources required to perform the level of maintenance:</i>		
2.12.1 <i>Staff;</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.12.2 <i>Facilities;</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.12.3 <i>Tools and equipment; and</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.12.4 <i>Technical information.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
3. Does the Air Carrier document their process measurement methods and results?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Are the Air Carrier's process measurement methods effective?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the Air Carrier use their process measurement results to improve their programs?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. Are the process measurement results accessible to the FAA?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
8. Does the Air Carrier have the resources to support the process measurement for the Outsource Organization process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

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SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the Air Carrier identifies and manages the interactions between the Outsource Organization process and the other elements within the Air Carrier organization.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Outsource Organization process.
2. Discuss the Outsource Organization process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Outsource Organization process to gain an understanding of the interfaces.

To meet this objective, the inspector will answer the following questions:

1. Are the following interfaces identified for the Outsource Organization process:

1.1 Airworthiness Release or Log Book Entry (Element 1.2.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Major Repairs and Alterations (Element 1.2.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Maintenance Log/Recording Requirements (Element 1.2.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Inspection Program (Element 1.3.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Maintenance Facilities/Main Maintenance Base (Element 1.3.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 RII (Element 1.3.4)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 MEL/CDL/Deferred Maintenance (Element 1.3.5)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 AD Management (Element 1.3.6)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.9 Control of Calibrated Tools and Test Equipment (Element 1.3.8)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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SECTION 6 – INTERFACES ATTRIBUTE

<i>1.10 Engineering/Major Repairs and Alterations (Element 1.3.9)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.11 Parts/Material Control/SUP (Element 1.3.10)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.12 Continuous Analysis and Surveillance (CAS) (Element 1.3.11)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.13 GMM Equivalent (Element 1.3.14)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.14 Reliability Program (Element 1.3.15)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.15 Fueling (Element 1.3.16)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.16 De-Icing Program (Element 1.3.18)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.17 Lower Landing Minimums (Element 1.3.19)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.18 Manual Currency (Element 2.1.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.19 (Manual) Distribution (Element 2.1.3)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.20 (Manual) Availability (Element 2.1.4)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.21 Supplemental Operations Manual Requirements (Element 2.1.5)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.22 RII Personnel (Element 4.1.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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SECTION 6 – INTERFACES ATTRIBUTE

<i>1.23 Maintenance Training Program (Element 4.2.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.24 RII Training Requirements (Element 4.4.2)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.25 Recency of Experience (Element 4.4.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.26 Privileges - Air Frame and Power Plant (Element 4.4.3)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.27 Privileges and Limitations for Repairmen (Element 4.4.4)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.28 Line Stations (Element 5.1.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.29 ETOPS (Element 5.1.8)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.30 RVSM Authorization (Element 5.1.9)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.31 Operations Specifications</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.32 Engine Condition Monitoring (Element 1.3.20)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. List any additional interfaces identified:	
3. Are there written procedures for the use of Air Carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Are the interfaces between the Outsource Organization process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO